

Enquiry reference number:
(Office use only)



Application form

2011 edition

(For applications received on or after 25 January 2011)

Please fill in this form in BLOCK CAPITALS and return it to us. If you prefer, you can apply online at www.postrs.org.uk. Let us know if you want us to fill in the form for you. If we fill in the form, we will send it to you for you to sign. You should read our 'Information for customers' guide before you send the form back to us.

1 Your contact details

Name:	
Address and postcode:	
Phone:	E-mail:

If you have a representative acting for you, please give their details below.

Name:	
Address and postcode:	
Phone:	E-mail:

If you provide e-mail addresses, we will normally send you information by e-mail only.

2 Name of the company you are complaining about

Name:

On what date did you first complain to the company?

/ /

If the company gave you a reference number, please write it here.

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If the company gave you a deadlock number, please write it here.

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3 How you heard about POSTRS

In the space below, tell us how you heard about us (for example, from your company, Postcomm, a newspaper, a website or other source).

4 Details of your complaint

In the space below, give us the details of your complaint.

What do you want the company to do? (Tick all the boxes that apply.)

Give you an apology Give you an explanation

Give you a product or service Please explain.

Take some action Please explain.

If you want to claim compensation, fill in the next section.

Direct loss as a result of you using the relevant product or service

Give you money to compensate for your loss How much?

The amount you claim here cannot be more than the maximum level of compensation set out in the terms and conditions of the mail product you used. You **must** put an amount in this box if you want the adjudicator to tell the company to give you money for this reason, and you **must** provide evidence to justify the amount you are claiming. **You cannot change the amount later.** If the adjudicator decides in your favour, they could award any amount of money up to this figure.

Problems in the way the company handled your complaint

Give you money to compensate for any stress, anxiety or inconvenience caused by the company failing to keep to its own procedure for handling complaints How much?

The amount you claim here cannot be more than £50. You need to put an amount in this box if you want the adjudicator to tell the company to give you money for this reason. You **must** also provide evidence to justify the amount you are claiming, and to show that the company has not kept to its own procedure for handling complaints. **You cannot change the amount later.**

5 Declaration

- a I understand and accept all of the conditions in the 'Information for customers' guide.
- b I have read and understood the POSTRS rules.
- c I authorise POSTRS to contact the postal operator to get all the documents I have sent to them relating to this complaint (please tick the box below if you would like POSTRS to do this).

Your signature: Date:

Representative's Signature (if applicable): Date:

I enclose, with this form, all the documents I want to use to support my complaint.

or
I would like POSTRS to contact the postal operator to get my documents.

Now send to:

POSTRS 24 Angel Gate, City Road, London EC1V 2PT.
Fax: 020 7520 3768 E-mail: info@postrs.org.uk